

Text-to-Speech (TTS) Letter

My name is (insert your name here), and AS a customer of (insert network/streamer here) I'm writing to share some feedback about the audio description (AD) included on some of your content. Specifically, I'm referring to titles with a text-to-speech audio description track. Briefly, TTS is a synthetic non-human narration of the AD script, as opposed to description narrated or voiced by a professional voiceover artist.

Audio description makes it possible for me to access and enjoy what my sighted family members, friends, and coworkers are watching. If the AD is not read by a human narrator, both access and enjoyment are lost. TTS does not possess the ability to convey information in an engaging way. TTS frequently mispronounces words including character names. The TTS technology you are currently using offers neither the inflection nor emotion to give me, a blind viewer, a complete, rich, accessible experience.

I use text-to-speech all day when interacting with computers, my smartphone, and appliances. When I sit down to enjoy something entertaining, I don't want those moments devalued with a robotic voice telling me the critical moments of a film, tv show, short, or documentary.

As a paying customer, I expect better from (insert network/streamer name here). A sighted user wouldn't settle for static-filled images. I won't accept less than the highest quality audio description. If (insert network/streamer name here) continues to incorporate TTS into its AD offerings, I will be canceling my subscription, and urging other low vision and blind

subscribers do the same.

Respectfully,

(insert your name here)